

1999-01 Performance Progress Report

For Quarter Ending June 2001

Agency 408

Marine Employees' Commission

Mission

The Marine Employees' Commission promotes bilateral collective bargaining negotiations between and among Washington State ferry system management, state ferry employees, and their exclusive bargaining representatives.

Goal To efficiently manage cases filed to promote peaceful labor relations and avoid costly adjudicatory proceedings.

Performance Measure Average time elapsed between case filing and final disposition by the Commission (in months).

Outcome	Fiscal Year 2000				Fiscal Year 2001			
	<u>Quarter 1</u>	<u>Quarter 2</u>	<u>Quarter 3</u>	<u>Quarter 4</u>	<u>Quarter 5</u>	<u>Quarter 6</u>	<u>Quarter 7</u>	<u>Quarter 8</u>
Estimate				5.0				5.0
Actual				4.2				4.13
Date Measured				6/30/2000				6/30/2001

Performance Measure Percentage of disputes which settle prior to hearing.

Outcome	Fiscal Year 2000				Fiscal Year 2001			
	<u>Quarter 1</u>	<u>Quarter 2</u>	<u>Quarter 3</u>	<u>Quarter 4</u>	<u>Quarter 5</u>	<u>Quarter 6</u>	<u>Quarter 7</u>	<u>Quarter 8</u>
Estimate				70%				70%
Actual				68%				77%
Date Measured				6/30/2000				6/30/2001

Performance Measure Survey of consumer satisfaction

Outcome	Fiscal Year 2000				Fiscal Year 2001			
	<u>Quarter 1</u>	<u>Quarter 2</u>	<u>Quarter 3</u>	<u>Quarter 4</u>	<u>Quarter 5</u>	<u>Quarter 6</u>	<u>Quarter 7</u>	<u>Quarter 8</u>
Estimate								80%
Actual								8 1/4 %
Date Measured								6/30/2001

Quarter 8 Comment Out of 33 survey's mailed only 4 were returned.

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Performance Measure Average cost of commissioner compensation per case filed.

Efficiency	Fiscal Year 2000				Fiscal Year 2001			
	<u>Quarter 1</u>	<u>Quarter 2</u>	<u>Quarter 3</u>	<u>Quarter 4</u>	<u>Quarter 5</u>	<u>Quarter 6</u>	<u>Quarter 7</u>	<u>Quarter 8</u>
Estimate				\$318				\$318
Actual				\$434				\$274
Date Measured				6/30/2000				6/30/2001